



Waitemata DHB Child Disability CALD Project

Issue 3, August 2010

Welcome to the third Waitemata DHB Child Disability CALD Project newsletter. It's time to bring you up to date with what we've been doing.

Focus groups for CALD Families



FEEDBACK FROM FAMILIES: *Participants at a focus group held at Waitakere child health unit discuss their experience of using WDHB services.*

In June and early July we hosted a series of focus groups for CALD families whose children use Waitemata DHB services. The purpose was to gather feedback from clients about their experiences of our services and their information needs. Gabrielle Noble-Campbell, the consumer advisor for Child Disability Services, facilitated the focus groups, which were held in both the north and the west.

The participating families came from diverse backgrounds including Chinese, Korean, Chilean, Indonesian, Afghani, Eritrean and Iraqi groups.

As this was the first time we've done this, there was much to be learned from the

process. We worked with Waitemata Auckland Translation and Interpreting Service (WATIS) to translate our questions into the families' languages, and we learned to work with interpreters in group settings. We were also not surprised to discover that our cultural caseworkers, Abdi and Im Soo, make excellent child minders when needed! We received lots of useful feedback from participants, and their comments and suggestions are now being reviewed by service managers. We are very grateful to our families for sharing their experiences with us.

Consumer satisfaction surveys in other languages - helping get more feedback from CALD families

The Child Development Service is now going to be sending a consumer satisfaction questionnaire to every family whose child is discharged from the service or one of its therapists. To encourage CALD families who speak other languages to give their feedback, and to make it easier for them to do so, we are trialling sending families a translated questionnaire. We'll be testing this with the four most frequently used languages: Chinese, Korean, Arabic and Samoan, and - if it makes a difference (that is, families respond to the questionnaires) - we'll look at adding other languages.

What is the Waitemata DHB Child Disability CALD Project?

CALD stands for 'Culturally and Linguistically Diverse'. We're one of several projects funded by the Ministry of Health to help the three Auckland region DHBs implement the Auckland Regional Settlement Strategy. A key component of our project is to establish and evaluate CALD cultural caseworker roles in child disability services. Case workers Abdi Musse and Im Soo Kim are on the job working with children, families and staff in the Child Development, Out of Home Respite, and Child Rehabilitation Services. The project runs to June 2011.



Working with other agencies to provide better outcomes for families

To provide a good service to children and families, we need to know what services other agencies offer, and be able to work with them or make referrals whenever it's needed. Recently the migrant and refugee education coordinators from the Ministry of Education (MoE) attended a meeting of the west Child Development Team (CDS). Abraham Mamer, Parvathi Raghunathan and Adele Salmanzadeh work with various ethnic communities to help children prosper in the New Zealand education system. They presented an overview of their service and shared their experiences of working with migrant and refugee students.

There have been other networking opportunities for us too. In June, our cultural caseworkers, Abdi



LEARNING ABOUT OTHER AGENCIES (L-R): Standing :Im Soo Kim(CDS), Parvathi Raghunathan (MoE), Adele Salmanzadeh (MoE), Abdi Musse (CDS), Ann Delisle(CDS), Emma Gale. Sitting: Kate Waterworth (CDS), Roz Cranswick (CDS), Clare Molloy (CDS), Abraham Mamer (MoE)

and Im Soo, attended a workshop for the Ministry of Social Development *Settling In* partners to showcase successful collaborations to the Minister, Hon Tariana Turia. Our project, along with other health sector CALD initiatives, was presented to the cross-agency gathering. And in August, Abdi joined Annette Mortensen, Northern DHB Support Agency (NDSA) project manager for the health sector Auckland Regional Settlement Strategy projects, to share information about our project at a Strengthening Families workshop hosted by the Ministry of Social Development.

What are our evaluators doing now?

Our evaluators, Stella Black and Lucy Dunbar from the Clinical Research and Resource Centre (CRRC), have not been idle! Stella has finished 20 key informant interviews and has only a few more to do. The preliminary results are encouraging and work has begun preparing for the case studies. Our Evaluation Taskforce met in July to develop guidelines for working with the case study families in a culturally appropriate way and advising on what questions to ask. We'll tell you more about the role of the Taskforce in our next newsletter, and introduce you to its members.

Did you know.....

New Zealand is one of a handful of countries that operate a regular refugee quota programme. In New Zealand, 750 refugees are accepted each year, and this includes a Medical/Disabled category of up to 75. This is for refugees with a medical, physical or social disability which would exclude them from acceptance in most refugee programmes.

For project information contact the project team:

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Next issue:

Learn about the role of the Evaluation Taskforce and meet its members.